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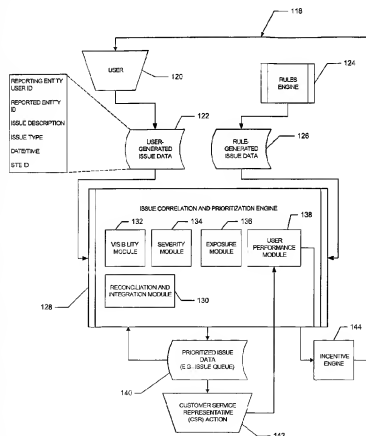
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[Continued on next page]

(54) Title: PRIORITIZATION OF RESPONSE ACTIVITIES

(57) Abstract: A method to process issue data
having an issue processing system (118). A hu-
man user (120), a rules engine (124) to com-
municate user-generated issue data (122) and
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According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)

U.S. : 705/1, 10

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
WEST, CASONLINE, DIALOG

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category *	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
A	US 5,895,450 A (SLOO) 20 April 1999. See entire document	1-37
A	US 6,434,533 B1 (FITZGERALD) 13 August 2002. See entire document.	1-37

☐ Further documents are listed in the continuation of Box C.☐ See patent family annex.

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